

Chair/Lead Co-ordinator: Liz Hewett

Vice Chair : Ruth Page

Secretary: Erica Redmond



Cromer PPG
C/o Cromer Group Practice
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Minutes of meeting on 18th December 2018

1. **Attendees:** A Snelling CGP, B Fowler, D Bailey, E Redmond, J Laker, L Goodchild (CGP), L King, R Evans, R Page, T Johnson, V Callaghan.
No Introductions Required
2. **Apologies** received from: B Spencer, D Witham, D Priddle, E Harris, L Hewett, R Batson, S Nash.
3. **Minutes** of 6 November 2018 accepted as correct.
4. **Complaints and Compliments:**

Complaints: A letter has been received via Norman Lamb concerning the lack of Mental Health Services in Cromer.

Compliments:

3 x Thank yous to **Dr Oliver** for end of life care from relatives. "provided splendid care and has a lovely manner" "Thank you for providing wonderful care" "Thank you for the care given"

2 x Tracey Matthews for her 'Comprehensive and thorough asthma review, very professional' and "over the past few years she has not only done an excellent job following her medical remit, but has gone beyond that with general medical help and advice, often taking the trouble to consult other medical practitioners to seek advice and help with the patient's medical problems"

Debbie Perez-Selsky A thank you from a patient she was seeing with mental health issues, patient is 'starting to feel herself again'

Reception - A thank you from a patient for being helpful with the way they were treated. Receptionist was very helpful and understanding.

5. **DNA numbers:** October was 201, November 253. Percentages across the CGP 27% GPs, 35% Nurse Practitioners, 19% HCAs, 14% Practice Nurses, a few for Midwives etc.
6. **Staffing:** There are two new receptionists appointed Sue Saunders and Sarah Rowles.

7. External Events and Links

ER reported on a meeting earlier this month with L Hewett and Mrs Suzy Pearce of **Cromer Academy**. Mrs Pearce will discuss with pupils (principally with Year 10) for their views on how they see their involvement with CGP.

Also discussed was the possibility of Health Awareness Days covering such topics as Sex Education, STDs, where to go for information and help i.e. on Drug and alcohol awareness, staying safe. The PPG could assist in finding speakers with the possible input from clinicians from Cromer Group Practice? Mrs Pearce to discuss with head of years and pupils to gauge interest and thought this was an 'exciting' opportunity for the school. A further provisional meeting was booked for 12noon on Wednesday 16th January.

RP and DP, BF and LH attended a meeting with Janet Eastwood of **Sheringham and Holt PPG**. Items discussed covered fundraising (i.e. Booksales, monthly raffles.) LK suggested that Mundesley PPG should be included in future events.

DP and BF attended a Learn and Share event of North and South Norfolk CCG that they found very useful. (Note: see www.northnorfolkccg.nhs.uk for more information) Dementia awareness and other Event Days such as ACT at St Michael's discussed there. (ER to contact Rebecca Champion of NHS North Norfolk CCG to discuss the possibility of an event such as the ACT event for Cromer and if she could offer any help/ideas for it.)

9. Dementia Awareness LH is in contact with J Eastwood of Sheringham PPG who has offered to give a presentation to staff of CGP A date suggested as available is 22 January. RP to confirm. Janet suggested that there may be funding for suitable signage and other dementia friendly help.

10. Any Other Business

A letter to the PPG has been received from the secretary (M Winslade) of 'North Norfolk Trades Council & Coalition Against Cuts regarding the **Mental Health Services** in North Norfolk. They are holding a meeting on Thursday 10th January at 6.30pm at Cromer Methodist Church. L King expressed an interest in attending, but they would appreciate support if anyone else would like to attend.

RP/LK mentioned a group called 'In Good Company' talks run by NNCC to combat loneliness and practical help, a good neighbour scheme. (There is one in North Walsham, which works well. Patients have a phone number. Also called 'Swift' or 'Nightowls'. These good neighbours save many callouts of ambulances in North Walsham). LK offered to contact to find out more information on the North Walsham Scheme. It is also hoped that we can have a shared meeting with Cromer, Sheringham and Holt PPGs in relation to 'In Good Company' on this work tackling that North Norfolk Council is leading on. The meeting may take place in March or April 2019 with the possible venue of the Lighthouse Community Church Sheringham, but this is awaiting confirmation.

Direct Taxi Line The telephone is in situ with some start up issues. Until up and running AS confirmed that Reception staff will be able to ring for a taxi for patients if required.

A reminder and a request for attendance at the **Fundraising Committee** meeting to be held at CGP at 10 am on Tuesday 8th January 2019.

TJ asked AS for information regarding the disposal of prescription medications. AS confirmed that as soon as prescriptions leave the pharmacy (even into the Surgery proper) they cannot be returned if opened by law and must be destroyed. This may be an area of help from the PPG to advise patients to check their medications BEFORE they leave the pharmacy to save waste.

Community Transport volunteers are being recruited.

The out of hours appointment scheme is up and running and must be booked through reception.

AS thanked the PPG for being so proactive and thanked everyone for his or her input this year.

Next meeting 15th January at 1730hrs at CGP